
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

Service Documentation for Consumer Choice Option (CCO)

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Christy Casey
LTSS Policy Program Manager
Division of Iowa Medicaid

Objectives

- Provide context for service documentation under CCO
- Explain the documentation responsibilities of each CCO role
- Provide best practice framework and required components for CCO service documentation
- Explain the responsibility of Iowa Medicaid to minimize fraud, waste, and abuse within Medicaid programs
- Explain the responsibility of Iowa Medicaid to ensure proper billing of CCO services.
- Reporting fraud, waste, and abuse of Medicaid programs.

Service Documentation for Self-Directed Services

- What is self-direction?
 - CCO provides a member with a flexible monthly individual budget that is based on the member's service needs. With the individual budget, the member shall have the authority to purchase goods and services to meet the member's assessed needs and may choose to employ providers of services and supports.
- Intent of service documentation under self-directed services
 - The record for each service provided shall include information necessary to substantiate that the service was provided.
- History of CCO service documentation
 - CCO documentation has not had a formal training and has in the past been the Case Managers, ISB's and employers direction.

Documentation and CCO Roles

- Case manager
 - Review documentation to ensure services are being provided per the PCSP as they are intended.

- Employees, including Independent Support Brokers (ISBs)
 - Document service provided per PCSP, document contacts with members, accurately complete and turn in timesheets.

- Member
 - Review documentation and timesheets for accuracy.
 - Approve payment.

Documentation Components

- What needs to be included?
 - Supports and services provided
 - Goals documented
 - Interventions
 - Individualized (should not be cut and paste from day to day or member to member)
 - Frequency monitored (how often, how many)
- What does documentation look like?
 - Narrative is no longer required.
 - Can use a “check list”

Documentation Components (continued)

- Examples of acceptable documentation format

	Name	Date	
Supports provided to Client in Services:			
<input type="checkbox"/> Medication <input type="checkbox"/> Transportation <input type="checkbox"/> Drills/Safety <input type="checkbox"/> Budgeting/Money Mgmt <input type="checkbox"/> Benefits/Mail <input type="checkbox"/> Community Activities			
<input type="checkbox"/> Household skills <input type="checkbox"/> Boundaries/Relationships <input type="checkbox"/> Meal Prep/Nutrition <input type="checkbox"/> Advocacy <input type="checkbox"/> Communication Skills <input type="checkbox"/> Other			
Goal:	Intervention:	Time Spent:	Response:
List from Service Plan summarized below	List from Service plan		<input type="checkbox"/> Actively Participated
<input type="checkbox"/> Budgeting	<input type="checkbox"/> Checklist made		<input type="checkbox"/> Progress Made
<input type="checkbox"/> Socialization	<input type="checkbox"/> Checklist used		<input type="checkbox"/> Declined
<input type="checkbox"/> Meal Plan/Prep/Making	<input type="checkbox"/> Assistive device used		<input type="checkbox"/> Not offered Today
	<input type="checkbox"/> Planning Completed		<input type="checkbox"/> Did not have time
	<input type="checkbox"/> Assistance given from Staff		
	<input type="checkbox"/> Communication device used		

Documentation Components(continued)

CDAC Services for John Doe

Provider Name: _____

Date: _____ Time: Start _____ End _____

- Meal Prep Dressing Communication Financial assistance
 Essential Housekeeping Medication assistance Essential Transportation

Comments:

Provider's Signature _____ Date _____

Documentation Components (continued)

Narrative Example

- Goal: I want to be healthy and exercise more.
 - I will purchase a membership to the YMCA
 - I will go to the YMCA 3 times a week with support from my staff.
 - I will set up a meeting with the trainer at the YMCA with support from my staff.

02/03/2023: John and his staff went to the YMCA to purchase his membership and set up a time to meet with the trainer. John and his staff will meet with the trainer on 02/07/2023 at 2:30pm to get a orientation of the YMCA and discuss fitness goals. John's staff encouraged him to ask questions and talk to the staff at the YMCA.

Service Documentation and CCO Employees

- Employee responsibilities
 - To keep a record of all documentation of services provided.
 - To review documentation and time sheets to ensure time was worked and documentation was completed on goals.
- Documentation training for CCO employees
 - Employer's responsibility to ensure employees understand documentation requirements.
- ISB documentation of services rendered
 - Document in writing on the ISB timecard every contact the broker has made with the member. Contact documentation shall include information on the extent to which the member's individual budget has addressed the member's needs and satisfaction of the member.

Maintaining Service Documentation

- Guidelines for members on training employees and maintaining documentation as the employer of record
 - Members should be keeping copies of all documentation completed in their homes in the event it is needed for review.
- Documentation needs kept for 5 years from paid date of service
- There are no requirements on how documentation is kept, electronic, files, paper....however you are most comfortable keeping it. However, all documentation must stand alone you should have a procedure for safe storage in the event of natural disaster.

Monitoring CCO Services

Guidelines for case managers on monitoring CCO services using documentation

- Ensure member's goals are being documented on when services are being provided.
- Verify that goals and services remain appropriate for members needs.

General Principles of Documentation

- If it is not documented it has not been done.
- “Fully disclose the extent of services,” care, and supplies furnished to the beneficiaries.
- Support Claims Billed.
- Clear and Concise
- Document services during the service or as soon as practical after.
- Maintain accurate service documentation.

General Principles of Documentation

- EVV documentation for CDAC see
 - [Electronic Visit Verification \(EVV\) | Iowa Department of Health and Human Services](#)
 - And for Carebridge training materials:
<https://www.carebridgehealth.com/trainingiaevv>

Preventing Fraud, Waste, and Abuse

TO REPORT MEMBER FRAUD

Report suspected Medicaid member fraud, Supplemental Nutrition Assistance Program (SNAP) and Family Investment Program (FIP) fraud by calling **1-877-347-5678**, available Monday-Friday 7 a.m. to 6 p.m. You may also report suspected fraud to the US Department of Health and Human Services at the [Office of Inspector General website](#).

TO REPORT PROVIDER FRAUD

Medicaid fraud occurs when a Medicaid provider knowingly makes, or causes to be made, a false or misleading statement or representation for use in obtaining reimbursement from the medical assistance program. This would include, but is not limited to, billing for services not provided, charging Medicaid more than the reasonable value of the services and providing services that were medically unnecessary. You may [report provider fraud, waste or abuse](#) by calling Iowa Medicaid Enterprise, Program Integrity Unit at **1-877-446-3787 (toll-free)** or at **515-256-4615 (locally in Des Moines)**.

Questions

Training Archive

<https://dhs.iowa.gov/Providers/tools-trainings-and-services/CBT-for-LTSS/Archive>

SOME OF THE RECORDINGS AVAILABLE:

- Behavior Intervention Plan Development
- CMS Settings: State Transition Plan Update
- Introduction to Waiver Services in Iowa
- Positive Behavior Supports
- Mental Health Crisis Response
- Adopting a Trauma Lens in Children's Services
- Introduction to Motivational Interviewing
- Person-centered Planning
- Service Documentation (general and for HCBS Providers)
- Incident Reporting
- LTSS Quality Assurance and Quality Improvement
- Transitions in Care – Hospital to Community-Based Care

Upcoming Training:

NEXT

Quality Assurance and Quality Improvement (Part 2)

Creating a continuous quality improvement program.

April 11, 2023 | 10:30 AM – 12:00 PM | Virtual [Registration](#)

In-Person attendance option | [Registration](#)

Oskaloosa Public Library | 301 S. Market St., Oskaloosa, IA |

Landlord/Tenant Laws in Iowa: Building an Understanding for the Home- and Community-Based Settings Rules

April 13, 2023 | 10:00 AM – 12:00 PM | Virtual [Registration](#)

In-Person [Registration](#)

Polk County Human Services Building (2309 Euclid Ave., Des Moines, Iowa) Conference Room |